



Waste Management, Inc.
805 Ocean Highway
Pocomoke, Maryland 21815
Phone (757) 558-6149
Fax (757) 558-6218

November 22, 2011

Dear Bridgeville Customers:

Waste Management (WM) is pleased to have received the contract award from the Town of Bridgeville that allows them the opportunity to provide residential solid waste and recycling services to the residents. The conversion to the new contract will transfer the responsibility of handling customer service calls and invoicing for service from the Town's staff to WM. While WM has been providing the collection service already, the addition of the administrative function is new.

Going forward, each residential customer will no longer receive monthly invoices from the Town for solid waste and recycling service. Instead, WM will send each residential customer a quarterly (three months of service at \$14 per month for \$42) invoice. Once again, the charges from WM will be \$14 per month for weekly solid waste and bi-weekly recycling collection service. The first invoice, which was mistakenly mailed before this letter, was for the November and December 2011 and January 2012 service periods. The next quarterly invoice will be mailed in March 2012 for February, March and April service periods.

Town management and WM both apologize that this communication is getting to you after you have received your first quarterly invoice of \$42.

If you have any questions or concerns about your service, please don't hesitate to call WM at 800-553-7771. We are available from 7:30am to 5:00pm, Monday through Friday. Or, you can call the Town of Bridgeville and ask for the Town Manager, Merritt Burke, at (302) 337-7135.

We appreciate the opportunity to provide service to the residents of Bridgeville!

Sincerely,

Rob Clendenin
Public Sector Manager

Merritt Burke IV
Bridgeville Town Manager